



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Update

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Formal Review

Date Submitted _____

SECTION I - Identification

Working Title: License & Permit Technician I & II

Department: Transportation

Job Code Number: 434313

**Division & Bureau: Motor Carrier
Services, License & Permit Bureau**

Job Code Title: License Permit Technician

Section & Unit:

Pay Band: 3

**Work Address: 2550 Prospect
Helena MT 59620**

**Position Number: 22077,22130,22131,22015,
22062,22004,22057,22033,22014,22080,22085,22128**

Phone: 406.444.6130

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FLSA Exempt

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FLSA Non-Exempt

☐

Non-Union

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MPEA

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Blue Collar

**Profile Completed By: Dan Kiely, Bureau Chief
Tom Winfield, Supervisor**

**Work Phone: 406.444.7629
406.444.0816**

Work Unit Mission Statement or Functional Description:

The Motor Carrier Services Division (MCS) protects the Federal government's and Montana's investment in Montana's highway system and ensures the safety of the traveling public through regulation of the motor carrier industry and enforcement of all state and federal commercial and agricultural motor carrier laws, rules and regulations.

MCS is one of the divisions within the Department of Transportation (MDT). The Licensing and Permitting Bureau (LPB) is one of three bureaus within the MCS Division. The LPB is comprised of a Licensing Section and a Permitting Section.

The LPB delivers a variety of services to the commercial motor carrier industry that are required in order to operate legally in the State of Montana. These services include the registration of all commercial vehicles operated by Montana-based carriers and used in interstate commerce, in accordance with the International Registration Plan (IRP) and the International Fuel Tax Agreement (IFTA); issues permits for all carriers

who are traveling on Montana highways but whose vehicles are exceeding the statutory limits for size and/or weight; and issues over dimensional and overweight permits for carriers that have a load originating, travelling through or having a destination in Montana. Additionally, the LPB is responsible in Montana for the Unified Carrier Registration (UCR) which is a Federal program that assures state carrier compliance with national commercial vehicle insurance requirements; the International Registration Plan (IRP) and the International Fuel Tax Agreement (IFTA) which requires that member jurisdictions operate under uniform commercial vehicle registration and licensing procedures; Special Fuel Users Licenses (SU) for contractors that are working on public highway projects and the Heavy Vehicle Use Tax (HVUT) program whereby Montana-based carriers are monitored and certified compliant by the state with Federal commercial vehicle weight tax requirements.

Describe the Job's Overall Purpose:

This position completes and ensures, standard, professional assignments based on multiple licensing and permitting requirements. This position analyzes licensing and permitting issues based on data and information from multiple sources to include customers, peers, management and others.

This position also manages 200-250 motor carrier accounts. This is completed by querying data from account holders, summarizing the data solicited and received, and from this data must determine if the account holder has provided adequate and correct information, to be properly fuel-permitted, licensed, and registered for multiple types of commercial vehicles, and to be issued the proper size and weight permits.

This position completes licensing, registration, and permitting processes based on questioning of the account holders, interpretation of this data and the account holder's various circumstances, and evaluates the data in relation to the licensing, registration, and permitting requirements. The position reports to the Licensing & Permitting Bureau Supervisor.

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

% of Time

License and Permit Tech I

Issuing New Account or Renewal Credentials 85%

- Examines information on applications to verify completeness and accuracy and determine whether applicants are qualified to obtain desired licenses. For example, when verifying the application for International Registration Plan (IRP) licensing the L&P Tech will look to see that the applicant meets the requirements for Established Place of Business, has qualified vehicles, detailed scope of operation, has a receipted copy of the IRS form 2290, proper bill of sale for the vehicles or lease agreements when applicable.
- Analyzes and recommends for approval new accounts for the International Registration Plan, International Fuel Tax Agreement, Special Fuel User License and Unified Carrier Registration to ensure applications comply with each agreement. This is accomplished by verifying information including company name and physical location, US DOT Number, and Federal Tax ID Number. Accesses secure federal information technology systems, including SAFER, QUERY CENTRAL, MCMIS, PRISM, PORTAL and UAS, as well as the internet to investigate information supplied by the applicant.

- This position creates, modifies, and maintains database accounts for customers requiring IRP, IFTA, SU and UCR accounts.
- Ensures standard principles, practices, rules, procedures, and methods of licensing are followed. For example: ensures the proper procedures for the IRP, IFTA, and SU are followed while utilizing the VISTA system and associated IRP Plan, IFTA Agreement, and SU; and for UCR utilizing National Online System hosted by the state of Indiana.
- Prepares correspondence to inform concerned parties of licensing decisions and processes. The customer is notified in writing by mail, e-mail or fax, over the phone or in person if the customer is at the counter. These decisions may result in a determination that the carrier does not meet the requirements of IRP, IFTA agreements such as Established Place of Business, or qualified vehicles.
- Responsible for creating, retaining and updating computerized and hard-copy account files for all licensing and registration activities incurred by the individual or motor carrier company. These files would include applications, documentation of conversations regarding the account, and what transactions or accounting activities have taken place.
- Maintains records of applications processed and license fees collected. These records are kept manually in a company file and electronically through the various VISTA systems.
- Issues licenses and registration to individuals and companies of the trucking industry who meet the requirements for IRP, IFTA, SU and UCR, through the mail, fax machines and in person. This may involve determining what a vehicle may legally haul based on axle spacing's in order to make the determination of what a carrier or individual may legally register for.
- Renews existing customers' IRP, IFTA, SU credentials and UCR annually by receiving, researching, gathering and verifying application information for the renewal period, summarizing information, drawing conclusions from the data, and processing the information for the licensing year.

Accounting Duties 10%

- Complies with MDT's Administration Division and Department of Administration requirements for proper financial deposits as per 17-6-105 MCA by ensuring timely transmittal of monies received. This position collects and routes monies from fees for licensing transactions received at the Helena MCS Office. Ensures MCS receives payment from a customer which is delivered to the Collection Section of MDT's Administration Division so the payment can be posted to the account to allow credentials to be issued.
- Ensures accurate/appropriate fees are charged based on customer's transactions.

General Administrative Duties 5%

- Performs routine data entry and other office support activities including creating, sorting, photocopying, distributing, and filing documents; greet customers; answers phone; prepare mailings (renewals, etc.)

License and Permit Tech II

Remains current and practiced in all duties of the L&P Tech Level I. Plus the following:

Issuing Permits 85%

- Ensures standard principles, practices, rules, procedures, and methods of permitting are followed. For example: issuance of OS/OW trip and term (annual), GVW and weight increases (monthly, quarterly, annually), Western Regional, Temporary Truck/Trailer & Fuel permits in lieu of licensing, and Custom Combine.
- Issues permits to individuals and companies of the trucking industry who exceed the statutory size and weight limits and meet the requirements based on weight allowances for individual axle groupings and legal weight allowances. Permits may be issued to companies that are not based in Montana and are not registered through the IRP in their base jurisdiction. Permits may be issued either via the permitting system or hand-issued, which involves gathering the identical information as if the permitting system was used, but will need to manually calculate all fees and restrictions as well as ensuring the routing does not conflict with any construction activity or overhead structures. Must compile all supporting financial/accounting documents to be able to complete the financial deposits. (Re-cap/1DX sheet, accounting golden-rod copy, and credit card receipt copies).
- Examines information received by carriers to verify completeness and accuracy to determine whether applicants are qualified to obtain desired permits. For permitting, this position will verify that the OS/OW requests have complete routes, and all the dimensions, axle configurations and weights are provided. For Western Regional Permits the dimensions and weight are verified to determine whether they exceed the envelope vehicle for size or weight. If either the size or weight are exceeded the tech must issue a Montana permit and advise the carrier they will need to contact the other states for the individual permits. The route is checked to verify whether the tech needs to obtain off-route approval for Western Regional Permits from other jurisdictions, when applicable.
- Ensures accurate and appropriate charges are completed based on customer's transactions. This is accomplished by hand calculating the fees to verify that the system is charging the correct fees for each jurisdiction on various transactions that could occur. This could include verifying that the axle groups, weights, and mileage are calculating the proper fees.
- Applies standard problem-solving methods to resolve issues. For example: Researches why fees are charged by a certain jurisdiction; calculates overweight fees for a carrier that may be submitting a bid to carry a load; calculate the weight that a vehicle combination would be able to legally haul for a carrier that might be considering purchasing new equipment; or a route that will not impede the travel of the load due to structures or construction projects, all of this is completed to ensure the safety of the traveling public.
- Provides technical assistance to the trucking industry and Enforcement Officers, MCS Division Bureau personnel, MDT staff, and other agencies about proper and equitable licensing and permit or registration requirements for operation in multiple North American jurisdictions.
- Collects and researches documents for refunds of permit and GVW fees when proof of overpayment is evident.

Accounting Duties 10%

- Complies with MDT's Administration Division and Department of Administration requirements for proper financial deposits as per 17-6-105 MCA by ensuring timely transmittal of monies received. This position collects and routes monies from fees for licensing and permitting transactions received at the Helena MCS Office. Ensures MCS receives payment from a customer which is delivered to the Collection Section of MDT's Administration Division so the payment can be posted to the account to allow credentials to be issued.
- Ensures accurate/appropriate charges are completed based on customer's transactions.
- Applies standard problem-solving methods to resolve issues. For example: Researches account balances for IRP and IFTA accounts,

General Administrative Duties 5%

- Performs routine data entry and other office support activities including creating, sorting, photocopying, distributing, and filing documents; greet customers; answers phone; prepare mailings (renewals, etc.)

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1. ***The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

ALL

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lift, squat, bend, reach and carry light items (less than 10 lbs., papers, books, forms) within a normal office environment.
- Remain seated for extended periods of time with tightly structured and scheduled breaks and lunches.

MENTAL

- Professional knowledge of personal computer operations.
- Professionally provides instructions, explain complex issues and defend decisions in writing, in person and over the phone.
- Works directly with the public in emotional, highly charged and occasionally hostile circumstances, both in person and over the phone.
- Trains, instructs and assigns work to subordinates verbally and in writing; monitors and documents subordinate work progress and assures that assigned work is completed accurately and on time.
- Manages and successfully completes multiple tasks simultaneously and meets inflexible deadlines.
- Makes decisions impacting the safety of the traveling public, the livelihood of commercial motor carriers, local government and Department of Transportation "field personnel".
- Researching files and documentation, this may be done to identify an error that had occurred either by the VISTA system or by one of the positions

2. Does this position supervise others? ☐ Yes ☒ No

Number directly supervised:

Position Number(s) of those supervised:

3. Attach an Organizational Chart.

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

Extensive knowledge of Montana and Federal commercial motor carrier law and regulation including, but not limited to Titles 15, 61, and 69 of the Montana Codes Annotated (MCA), Title 44 of the Code of Federal Regulations (CFR), and the Administrative Rules of Montana (ARM), Title 18, Chapter 8. Extensive knowledge of personal computer operations. Extensive knowledge of the State of Montana's highway system, geography, county jurisdictions and highway connectivity with other states and Canadian provinces. Extensive knowledge of State of Montana and Department of Transportation software applications, accounting procedures, human resource policies and personal computer usage policies. Extensive knowledge of commercial motor carrier operations.

SKILLS:

Successfully processes all licensing practices and procedures using professional coordination, instruction, and documentation skills. Skillfully manages highly charged, time sensitive and sometimes hostile licensing-related interactions with the commercial motor carrier industry, local government officials and other jurisdictional officials. Operates State of Montana and "specialty" vendor-developed software in the accomplishment of critical LPB activities. Applies general commercial motor carrier law and regulation to specific and "real world" situations; identifies, explains, interprets and defends complex and contradictory commercial motor carrier law and regulation under highly charged and sometimes hostile circumstances. Identifies issues of potential importance or liability and documents them so as to safeguard MDT against litigation, adverse publicity, and loss of Federal construction funding.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input checked="" type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable fields of study:

Other education, training, certification, or licensing required (specify):

Experience:

Experience in a field directly involving motor vehicle permitting and licensing is preferred. A minimum of one (1) year experience in an occupation which requires communication skills and direct customer service is also required.

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input checked="" type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- ☒ Yes ☐ No

Alternative qualifications include:

Any licensing or permitting experience; business, accounting, bookkeeping, or administrative experience which also requires public contact and customer assistance deemed acceptable to the selection committee may substitute for experience requirements on a year-for-year basis.

SECTION IV – Other Important Job Information

- | | |
|--|---|
| <input type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
|--|---|

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Background check

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Other; Describe

Other information including working conditions such as shifts, lifting requirements, travel or hours.

The position may involve occasional travel to attend or provide training and other presentations. The position is typically required to answer the phone and receive visitors for the agency between the hours of 8am to 5pm, Monday through Friday, with occasional evening work to meet special demands.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Bureau Chief:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Jennifer Jensen/Designee

Chief Human Resources Officer
Human Resources Division

Signature: _____ Date: _____